



Job Title	Radio Technician	FLSA Status	Non-Exempt
Band	PAR	Probationary Period	12 Months
Zone	3	Job Code	15023

Class Specification – Radio Technician

Summary Statement:

The purpose of this position is to provide service, program, maintenance, repair, and installation for 2-way radio, paging, and other specialized communications systems and equipment; to coordinate assigned activities with other programs, divisions, outside agencies, and the general public; and to provide highly responsible and complex staff assistance to higher level supervisory or management staff. This individual will work collaboratively with other team members to ensure customer radios, pagers, communications systems, peripherals, and core services are available and operational to ensure a quality customer experience at all times.

Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
55%	Installation, maintenance, and repair of radio and paging subscriber units for Police, Fire, general City, and outside agencies, ensuring compliance with appropriate guidelines and standards. Write and implement accurate Radio program templates for all Public Safety and General City radios. Travel to customer locations to fulfill SLA Annual Radio alignment program; and record and maintain information on tested and serviced equipment. Assist installers with equipment installations and troubleshooting. Perform a variety of additional technical tasks related to the City's electronic equipment such as court video & recording equipment, panic alarm systems, AV closed circuit system, and network communications. Repair and maintain various public safety electronic devices such as Radar Guns, Police and Fire Helmet communication systems, and remote video surveillance systems.
25%	Contact vendors as needed for technical support; and complete work in compliance with vendor specifications and standards. Purchase materials and equipment with supervisor approval; fabricate connectors and cables; maintain an adequate inventory of replacement parts and repair supplies and equipment; and replenish inventory as needed. Perform scheduled and periodic preventive maintenance on assigned equipment. Dispose of obsolete communications equipment as needed and recommend replacement systems as appropriate. Stay abreast of new trends and innovations in the field of communications technology.



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20%	Perform related duties and responsibilities as required. Support management reporting, information flow, and process planning. Show initiative and act independently to resolve tickets, manage multiple priorities and follow through on projects/tasks to completion. Track and manage work tickets, utilizing established ITSM ticketing system to ensure timely and agreed resolutions and solutions.
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Competencies Required:

Human Collaboration Skills: Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.

Reading: Intermediate- Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily such an education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:

Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to the completion of the twelfth grade (high school diploma or GED) supplemented by other technical training in a related field.

Experience: One year of full-time installation, maintenance, and repair of radio communications equipment technical experience.



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Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.	
Colorado Driver's License	Upon hire
FCC General Radio Operator's License	Within 6 months of hire
ITIL Foundations	Within 6 months of hire
Certifications required in accordance with standards established by departmental policy.	

Supervision Exercised:
Requires the occasional direction of volunteers, helpers, assistants, seasonal employees, interns, or temporary employees.
Supervision Received:
Receives General Direction: This job title normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.

Fiscal Responsibility:
This job title has no budgetary responsibility.

Physical Demands:
Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.

Environmental Conditions	Frequency
Primary Work Environment	Shop
Extreme Temperature	Seasonally
Wetness and Humidity	Seasonally
Respiratory Hazards	Never
Noise and Vibrations	Seasonally
Physical Hazards	Seasonally
Mechanical and/or Electrical Hazards	Occasionally
Exposure to Communicable Diseases	Rarely

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.
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Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original date: August 2015